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CHAPTER EIGHT

SUPPORT SERVICES

Crime Analysis

Standard 800 - Crime Analysis

A written directive establishes and describes the crime analysis function.

Guideline: Procedures should address the collection, analysis and dissemination of crime data. Procedures should describe which data are reported to the Chief Executive and the use of crime analysis data in the development of tactics, strategies and long range planning. Procedures should identify the position or unit responsible for the crime analysis function, objectives and the reporting process. The process should describe records retention requirements associated with use of crime analysis information.

Communications

Standard 810 - Communications Functions

A written directive establishes the communications component and defines its functions.

Standard 811 - Communications Regulations

A written directive requires that all functions of the communications component be operated in accordance with applicable state and federal rules and regulations.

Guideline: Procedures and requirements of governing authorities such as CLETS, NLETS, NCIC, FCC and POST must be followed.

Standard 812 - Authority and Responsibility

A written directive establishes the authority and responsibilities of personnel assigned to the communications component.

Guideline: This directive should clarify lines of authority and responsibility and is intended to standardize service rendered, reduce errors, aid in training and eliminate confusion during routine and emergency situations.

Standard 813 - Access

A written directive limits physical access to the communications center to authorized personnel as determined by the agency.

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Guideline: Access should be limited to those persons who operate and command communications systems and to others specifically authorized. This standard is intended to eliminate unnecessary noise, distraction and confusion within the communications center.

Standard 814 - Staffing

A written directive establishes procedures for staffing the communications component, including shift assignments, days off and work areas.

Standard 815 - Shift Rotation

A written directive establishes frequency of and procedures for shift rotation.

Guideline: The agency should specify the length of time personnel will be assigned to a particular shift, whether it is rotating or permanent, and the procedures used for shift assignment, such as seniority, mandatory rotation, etc.

Standard 816 - Telephone Access

The agency provides 24-hour, toll-free telephone access for emergency calls for service.

Guideline: The public should be able to obtain emergency services at all times. This standard may be met by 24-hour staffing or by arrangement with neighboring agencies.

Standard 817 - Recording

A written directive specifies that all radio transmissions and emergency telephone conversations within the communications center be recorded and retained as required by law.

Guideline: These recordings are not only an invaluable resource for all types of internal and external investigations, they also assist in training and conducting system audits as well as addressing civil liability issues. A records retention procedure is an essential part of the management of these recordings in meeting the requirements of the standard. Statute, ordinance or agency legal advisors may provide guidance in the establishment of the directive. City and County agencies should review Government Code Sections 26202 et. seq. and 34090 et. seq. in developing the written directive to address this standard.

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Standard 818 - Two-way Communications

The agency has 24-hour, two-way radio communication with field personnel.

Guideline: This standard may be met by 24-hour staffing or by arrangement with neighboring agencies.

Standard 819 - Interjurisdictional Communication

The agency has the capability of voice or other means of communication on a radio frequency or frequencies compatible with the needs of interjurisdictional agencies.

Guideline: This capability is necessary to provide for adequate communications during interjurisdictional operations and emergencies. The type of communications compatibility described in this standard might include CLEMARS, CLEMARS II, 800 Series Digital Trunking or other similarly compatible frequency capability.

Standard 820 - Emergency Power

The agency has an alternative source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of a failure of the primary power source.

Guideline: There should be a regular maintenance inspection and testing program in place for the alternate power source.

Standard 821 - Maps

Up-to-date maps detailing the agency's service area are visually available to communications personnel.

Guideline: Communications personnel should be able to visually identify a caller's location and immediately dispatch field units. Maps with beats outlined and of sufficient size are essential to such operations. Computer-aided dispatch facilities may augment maps.

Standard 822 - Handling Calls

A written directive(s) establishes procedures to be followed by communication personnel:

- (a) in answering calls for information and service;**
- (b) in prioritizing dispatch and response to calls for service;**
- (c) for establishing the criteria for acceptance of crime reports over the telephone; and**
- (d) for determining when the response of an officer is required.**

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Guideline: Written procedures should be available to communications personnel regarding proper handling, directing and responding to calls from the public.

Standard 823 - Officer Safety

A written directive establishes the number of officers assigned to respond to an incident.

Guideline: The intent of this standard is to provide guidelines to communications personnel to enhance service to the public and the safety of officers.

Standard 824 - Incident Information

A written directive establishes the information to be recorded at the time of a request for service.

Guideline: This information should include date and pertinent times (received, dispatched, officer arrival and departure), personnel assigned, nature of call, location of call, name and address of reporting party, if possible, and disposition of call. This information may be recorded on a card, a log or a computer that permits a permanent record to be maintained.

Standard 825 - Resource Information

A written directive provides that all necessary information required by communications personnel to fulfill their function be accessible. The chief executive officer of the agency shall determine the information necessary and the method of accessibility.

Guideline: This information should include duty rosters, agency personnel roster, telephone numbers of external agencies and departments such as, Public Works, Fire, Social Services, Tow Companies, Public Utilities, and other referral and resource service providers.

Standard 826 - Monitoring Assignments

A system is in place to monitor the status of each on-duty employee in the field.

Guideline: This is necessary so that communications personnel know which officers are available for response to calls for service and for the safety of officers and employees in the field.

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Property

Standard 830 - Evidence and Property

A written directive requires the agency to maintain a property system that provides for security and the recording, storage, classification, retrieval and disposition of evidence, found property and property held for safekeeping.

Guideline: A property system operated by an agency must be managed with effective controls and security measures.

Standard 831 - Property Controller

A written directive provides that a designated person(s) is accountable for control of all items placed into evidence, found property and property held for safekeeping.

Guideline: In order to maintain proper chain of evidence and accountability, this area of property management should be delegated to one person, commonly referred to as the Property Controller. In larger agencies, or agencies with more than one property storage site, compliance with this standard may be achieved through the designation of additional Property Controllers.

Standard 832 - Access to Property

A written directive requires that only personnel assigned to the property function have access to areas used by the agency for storage of property.

Guideline: Entry to property areas should be controlled to prevent the alteration, unauthorized removal, theft, destruction, or other compromise of property stored by the agency.

Standard 833 - Evidence Collection and Packaging

A written directive establishes the procedures and requirements for collecting, packaging and preserving evidence consistent with the requirements of the criminalistic/forensic laboratory serving that agency.

Guideline: Law enforcement agencies should work closely with the laboratory providing services to their jurisdiction. Guidelines as described in the Department of Justice Evidence Collection Handbook should be considered a minimum.

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Standard 834 - Change of Personnel - Audit

A written directive requires that whenever a new chief executive officer is appointed/elected or property controller is assigned, a random audit of evidence, found property and property held for safekeeping is conducted to ensure the accuracy of property inventory records.

Guideline: The purpose of the inventory is to ensure the continuity of custody and not to require the accounting of each item of property. An audit is generally conducted by randomly selecting reports from the agency's records unit and trailing them to the property in storage, and randomly selecting property in storage and trailing it back to the agency's record unit.

Standard 835 - Audit Frequency

A written directive requires an unannounced inspection and audit of property held by the agency to be conducted at least semi-annually by a supervisor or personnel not routinely or directly connected with control of property.

Guideline: The purpose of the standard is to ensure the integrity of the system, not to require an accounting for every item of property. The person named to conduct the inventory should be appointed by the agency's chief executive officer.

Standard 836 - Valuables and Other High-Security Items

A written directive establishes the requirement of added security for money, precious metals, jewelry, gemstones, weapons, narcotics and dangerous drugs, to include separate, locked and secured areas of storage located within the agency's property facility.

Guideline: These items should be stored within the agency's property storage area or areas, but in a separate, locked, and more highly secured area or areas of the property storage facility. Extra security measures should be undertaken when, from whatever source, contraband, items considered sensitive, of high monetary value or otherwise constituting an increased security risk are booked into the property facility.

Standard 837 - Refrigerated/Frozen Storage

Secured, refrigerated and frozen storage is available for perishable items.

Standard 838 - Disposition

A written directive requires final disposition of evidence, found property and property held for safekeeping is accomplished within six months after legal requirements have been satisfied.

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Guideline: Prompt, authorized property removal (final disposition/destruction) prevents an overload on the property management system and reduces the requirement for additional storage space. Also, the lack of prompt disposition procedures further deprives owners of their property.

Standard 839 - Handling Evidence and Property--Employee Safety

A written directive describes procedures for handling hazardous materials and associated employee safety requirements related to the property control function.

Guideline: The procedures developed by the agency should broadly address the conditions under which employees assigned to the property function may reasonably be expected to work. Various federal, state and local occupational safety and health ordinances and regulations describe the required factors to be considered in developing procedures for providing a healthful and safe working environment.

Records

Standard 840 - Records Function

A written directive identifies the agency's central records system.

Guideline: The agency's records system should ensure accurate, complete and timely storage, maintenance, retrieval, and retention of reports recording actions performed by the agency's personnel.

Standard 841 - Records Security

A written directive identifies privacy and security standards for the central records function.

Guideline: The privacy and security of records standards should be set in accordance with federal, state, local and court-mandated requirements.

Standard 842 - Automated Records Management Systems

A written directive establishes security standards and audit functions for automated records management systems.

Guideline: Agencies using automated records management systems must ensure the system is monitored and audited to prevent unauthorized access, alteration or destruction of data files.

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Standard 843 - Uniform Crime Reporting

A written directive mandates the agency's participation in the Uniform Crime Reporting (UCR) program.

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